



CITY OF LONG BEACH
DEPARTMENT OF PUBLIC WORKS
EMPLOYMENT OPPORTUNITY

CUSTOMER SERVICE REPRESENTATIVE I – NON-CAREER

\$14.457 – \$19.559 per hour

THE POSITION

The Environmental Services Bureau has an immediate opening for a Customer Service Representative I Non-Career. The Bureau's Customer Service Representatives staff the Refuse & Recycling Call Center, which receives an average of 1,200 calls per week to assist City residents and businesses in all areas of refuse and recycling collection. Non-career employees are not guaranteed a minimum number of work hours; however, it is anticipated the selected candidate will work approximately 28 hours per week.

EXAMPLES OF DUTIES

- Provides customer service to the public via telephone and email;
- Responds to a large volume of inquiries pertaining to refuse and recycling collection;
- Receives complaints of missed refuse and recycling collection, dumped items, damaged refuse containers, and personal property damage;
- Assists customers with billing questions;
- Schedules special and/or bulky item pickups and delivery of refuse containers;
- Generates daily work assignments for special collections crews;
- Composes correspondence;
- Manages customer accounts using computer software;
- Performs other related duties as required.

APPLICATION PROCESS

Interested candidates must submit a letter of interest and resume to:

<http://agency.governmentjobs.com/longbeach/default.cfm>

Submissions will be limited to the first 25 qualified applicants and must be received by **4:30 PM, Friday, June 3, 2016**. Incomplete submissions will not be considered. Those candidates determined to be best suited for the position will be invited to participate in the selection process which will include an oral interview and may include a performance exercise.

MINIMUM REQUIREMENTS

- Candidates must possess one or more years of recent paid experience performing customer service, clerical, cashiering, meter reading, data entry, billing and/or collections related duties;
- Must have the ability to communicate effectively both orally and in writing, and exercise tact, good judgment and patience when assisting the public;
- Possess basic computer skills and be able to work any shift;
- Must be very organized, possess great attention to detail and ability to multi-task.

DESIRABLE QUALIFICATIONS

- Bilingual in English/Spanish.

AN EQUAL OPPORTUNITY EMPLOYER, THE DEPARTMENT OF PUBLIC WORKS VALUES AND ENCOURAGES DIVERSITY IN ITS WORKFORCE.

This information is available in an alternate format by request to the Department of Public Works Personnel Division at (562) 570-4686. If you require an accommodation because of a disability to participate in any phase of the selection process, please request when submitting your resume or contact the Personnel Division at (562) 570-4686.